THE RELATIONSHIP BETWEEN SAFETY TRAINING AND SAFETY BEHAVIOR AMONG POSTMEN RIDER IN POS MALAYSIA HEADQUARTER.

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MASTER OF SCIENCE (OCCUPATIONAL SAFETY AND HEALTH MANAGEMENT)

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By

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Thesis submitted to
Othman Yeop Abdullah Graduate School of Business,
Universiti Utara Malaysia,
In Partial Fulfillment of the Requirement for Master of Science
(Occupational Safety and Health Management)

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ABSTRACT

Organization safety at the workplace reflects from employee's attitude and behavior. Safetybehavior playsa crucial role in accident prevention and safety culture development. This study aims to examine the relationship between safety training and safety behavior among postmen. Using a self- administeredquestionnaire, the survey involves 100 postmen rider who is working in Pos Malaysia Headquarter. The raw data was analyzed by SPPS version 19, and descriptive and inferential analysis was conducted to fulfill the objective of the study. Regression analysis revealed that there is a significant relationship between safety training and safety behavior. Furthermore, safety compliance which is one of the dimension under safety behavior has significant relationship towards safety training. However, it is not significant against safety participation which is another dimension under safety behavior.

Keywords: Safety Training, Safety Behavior, Safety Compliance, Safety Participation, Postmen

ABSTRAK

Keselamatan organisasi di tempat kerja mengambarkan sikap dan tingkah laku pekerja.Tingkah laku keselamatan memainkan peranan yang penting untuk mencegah kemalangan dan menbangunkan budaya kerja keselamatan.Kajian ini bertujuan untuk mengkaji hubungan anatara latihan keselamatan dan tingkah laku keselamatan di kalangan Posmen.Sebanyak 100 soal selidik diedarkan kepada penunggang posmen yang bekerja di Ibu Pejabat Pos Malaysia.Datanya dianalysis dengan menggunakan SPSS versi 19 dan analisis deskriptif dan inferential dijalankan untuk memenuhi objektif kajian. Analisis regresi menunjukkan bahawa latihan keselamatan mempunyai hubungan yang signifikan dengan tingkah laku keselamatan. Tamabahan pula, pematuhan keselamatan merupakan salah satu demensi dibawah tingkah laku keselamatan mempunyai hubungan yang signifikan terhadap latihan keselamatan.

Kata kunci: LatihanKeselamatan, Tingkahlakukeselamatan, Pematuhan keselamatan, Penyertaan keselamatan, Posmen

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LIST OF ABBREVIATIONS

Abbreviations	The Name
NIOSH	National Institute of Occupational Safety and Health
OSHA	Occupational Safety and Health Administration
SOCSO	Social Security Organization
DOSH	Department of Occupational Safety and Health
SPSS	Statistical Package for Social Science
IV	Independent Variable
DV	Dependent Variable

CHAPTER 1

INTRODUCTION

1.0 Introduction

Commuting means the trip from home to the workplace or back to home and accidents that occur during these trips called commuting accidents. In Australia, the commuting accident described as 'journey claim coverage' (JCC). Commuting Accident is generally similar to road traffic accident because the accident occurs on the road.

International Labor Organization (ILO), defines commuting accident as "an accident occurring on the habitual route, in either direction, between the place of work or work-related training and: i) the worker's principal or secondary residence; ii) the place where the worker usually take meals; or iii) the place where he or she usually receives his or her remuneration; which result in death or personal injury (ILO.World Social Security Report, 2010/11).

Rosli (2014) mention that International Labor Organization (ILO) found 2.2 million occupational related fatal cases occurred annually in which 350,000 deaths were from accidents at work, 1.7 million dues to job-related diseases and 158,000 due to commuting accidents. In Malaysia, commuting accidents are serious issues as the number continues to rise compared to industrial accidents, which is seeing a decreased (Surienty, 2017).

According to Singh (2018), Minister of Human Resource, M.Kulasegaran stated that SOCSO had made compensation payment for commuting accident up to RM 800 million annually. This situation will have negative consequences to the organization and country if necessary action is not taken. As a result, the SOCSO need to compensate for an immense amount of money, and the amount is increasing every year. A commuting accident in Malaysia increased dramatically and worried condition if not take any further action.

The chapter starts with the background of the study in which were highlight the background of information concerning with the study. Then, this chapter will explain the problem which directed to the need for the present research is followed by the research questions, research objectives, scope and significance of the study. Finally, the organization of the thesis studied in depth.

1.1 Background Of The Study

Safety behavior is an attitude or character associated with safety. It may refer to behavior-based safety, improving safety by monitoring and changing the behavior of the people involved (WIKIPEDIA (The Free Encyclopedia), 2018). The behavior is encouraged by its consequences, and this behavior can be changed by controlling the actions of the following behavior. Behavior is the way an individual acts or behaves.It explains how people react to something under specific circumstances.

Human behavior is the collection of behaviors exhibited by human beings and influenced by culture, attitudes, emotions, values, ethics, authority, rapport, hypnosis, persuasion,

coercion or genetics (Geller, 2001). In Sociology, the behavior is considered as having no meaning, being not directed at other people and this is the most basic action. The acceptability of behavior is evaluated relative to social norms and regulated by various means of social control.

Human error and unsafe behavior are both the cause of failures which led to accidents. Reason, Parker, and Lawton (1998) define human error as "the failure of planned actions to achieve their desired ends." They argued that although human error was a significant cause of unsafe behaviors and accidents, previous studies had not provided much insight into the behavioral mechanism that leads to unsafe behaviors.

Human behavior is as a significant factor to contribute to commuting accident occurrence in Malaysia. Bad attitudes or driving habits, level of age and health as well as behavioral problems of workers. Previous research stated that the human factor is the primary cause of road accident (Surienty, 2017). Human behavior and breaking traffic rules are among the factors contributing to the increase in the number of accidents involving motorcyclists (The Sun Daily, 2018). The Malaysian Institute of Road Safety Research (MIROS) revealed that road accidents occur because employees were rushing to work or other underlying factors, like speeding, reckless driving, texting and lack of focus instead road and environmental condition (Ruxyn, 2017).

Excessive speeding can also be defined as going beyond the 85th percentile traffic operating speed, which is commonly set as the speed limit. It is categorized as inappropriate and risky driving behavior (Grey et al.1989, Zuckerman, 1996; Williams et.al., 2006).

Speeding is a frequent violation among motorcyclists (Broughton, Fuller, Stradling, & Gormley, 2009). Hence, excessive speeding behavior among motorcyclists can be a significant determinant of road traffic crashes.

According to Haworth & Mulvihill (2006) many of the riders who were involved in crashes involving deficiencies in hazard perception or response were inexperienced. Inexperience is much more common among motorcyclists than car drivers. Inexperienced motorcyclists include riders who have little riding experience, those who ride infrequently and those who have not ridden frequently for several years can cause of road accidents.

The discipline of workers like reckless of traffic rules such as speeding over the speed limit is a significant concern in commuting (Selamat & Surienty, 2015). They are checking Short Message Service (SMS) while driving is one of the concerns to exposure to the road accident. The authors revealed that 42 percent of riders checked their Short Message Service while riding and 24 percent texted the SMS while riding (Oxley, Ravi, & Yuen, 2013). Furthermore, riding while using the handphone or talking to other motorist or passengers are considered to be a form of driving distraction (De Waard et al., 2011; Bakiri et al., 2013. Other than that, this researcher analysis that there are seven risks of accident are related to behaviors and that are disobeying traffic rules, performing stunts, driving with influence drugs or alcohol, riding without proper skills or qualifications, illegally transporting passengers, illegally transporting cargo and not wearing helmet (Alavijah & Shamsaddin, 2009). The road accident occurs due to lack of attention, reckless driving,

speeding, bad personal habits, social and behavioral misconduct and inconsiderate drivers of larger vehicles.

Furthermore, Selamat & Surienty (2015) explained that working extra time will burden the employees and will affect their physical and emotional health. The workers use more energy in the workplace with long hours and easily feel tired before going back home. In the end, the possibility to be involved in commuting crashes is higher. Employees who worked for long hours will increase the risk for short sleep duration and sleep disturbances. Stutts, Wilkins, Osberg & Vaughn (2003) identified that workers who work multiple jobs, night shift and other unusual work schedules could cause drivers involved in sleep-related crashes. Drivers sleep a few hours per night, reported poor sleep quality.

Oxley, Ravi, & Yuen (2013) stated that riders who traveled between 21 and 200 kilometers on work-related trips had between 2.2 and 5.8 times crashing than those who traveled only up to 20 kilometers. Lopez, Gonzalez, Ritzel, Gonzalez, & Alcantra (2015) in Spain, employees from large firms have the longest commute time to work. Also, more than 28 percent of workers in large firms spend 30 minutes or more on each commuting journey. 15.4 percents workers in large firms suffered in commuting accidents whereas this percentage stands at 9.6 percents in small firms. Selamat & Surienty (2015) found that employees with long travel distance are facing higher significance of the commuting incident. Usually, the bus drivers, lorry drivers and those who use big transportations for long distance travel and long hours work are easily feeling burdened and tired. It can disturb the physical and may cause accidents. Employees who work at night shift and work extra

time easily feel tired and may cause of the accident. The authors stated that many cases happen recently in Malaysia among the bus drivers who involved in an accident for long distances and putting many passengers at the risk of fatality as well as serious injuries. According to Rogers, Spencer & Holmes (2002), driver over 40 years of age easily feels sleepy and tired than driver under 30 years on long journeys. Hence, this research indicates that the employees who work commute was more than 30 minutes had risk fatigue that was 2.6 timers higher than that of the worker whose commute time was less than 30 minutes (Azwar, Susilowati, Dinar, Indriyani, & Wirawan, 2017).

In this study, the research conducted explicitly in Pos Malaysia headquarters.The excellent safety behavior practices among employees, would less or minimum risk of accident and indirectly increase the productivity of the company.

1.2 Company Background

Post Malaysia Berhad set up in the middle 1800s as postal services first in the Straits Settlements in Penang, Malacca and Singapore. It had been extending through the remainder of Malaya by the middle twentieth century. Letters were then passed on through dispatch riders or special messengers. The postal service, at the point known as "Jabatan Perkhidmatan Pos" – Postal Services Department (PSD), and it had been privatized in the year 1992 from the government-owned Malaysian Post Department. Post Malaysia Berhad was recorded on the then Kuala Lumpur Stock Market in September 2001 through take over the company of, Philio Allied Berhad considered as listing status. Post Malaysia

dominance associate degree exclusive recognition for providing post services through the net of more than 850 branches and little scale post offices in Malaysia. According to yearly report 2016, quite eight thousand employees together with Community Postmen and Community Postmen agent in North Borneo which means Sabah and Sarawak are filled in as postmen.

Post Malaysia is a Malaysian's postal specialists and features system of in excess 1,000 touch points over the state. It includes post offices, Mini Pos, Pos Automatic Machines, Pos-On- Wheels and Go2U, PosLaju Shops and service center, PosLaju Kiosks, PosLajuEzi Box, Post Laju Postpaid EziDrop, E-Commerce Hubs, and PosLajuEziDrive-Thru.

Other than that, Post Malaysia is as postal and stamp agents, providing Malaysians the first extensive retail network. The vision of Post Malaysia is connecting Malaysia an on the far side - for today and tomorrow supported by the mission to make and deliver the network of selection.

Consistently, Post Malaysia has developed from commonality to quality and is progressing from being a mail and communication services supplier towards turning intoeffective communication, financial services and provide chain solutions supplier. It is moving forward; Post Malaysia can proceed to remodel and enhance itself to stay up its relationship and competitive edge also as continue to connect Malaysians with the remainder of the planet.

1.3 Problem Statement

In Malaysia, number of a fatal accident by industry and commuting accident were in fluatuate pattern. Figure 1.1 shows the number of fatalities cases from year 2011 to 2018. The total fatalities cases were 933 for 2014, The fatal cases on industrial accident recorded 287 cases while the remaining fatalities cases under the commuting accident. While in 2015, the number of fatalities cases on commuting accident increase to 691 cases, with 309 of fatal industrial accident cases has been declared.For the subsequent year, the fatal cases of commuting accident reduced by 3% compared to 2015. In 2017, the fatal cases of industrial and commuting cases reduced to 924 cases with 667 number of fatalities in commuting accident. The figure reduced to 888 cases in 2018p and 666 number of fatalities recorded as commuting accident cases. It shows a worried condition to the nation if noaction to be taken to saving their lives and dependents. This situation not only can cause direct losses (e.g., lives and properties) but also indirect losses like socialand economy to the employee, organization and the country. The results also showed that 60% of the total deaths reported by the SOCSO were a motorcyclist.

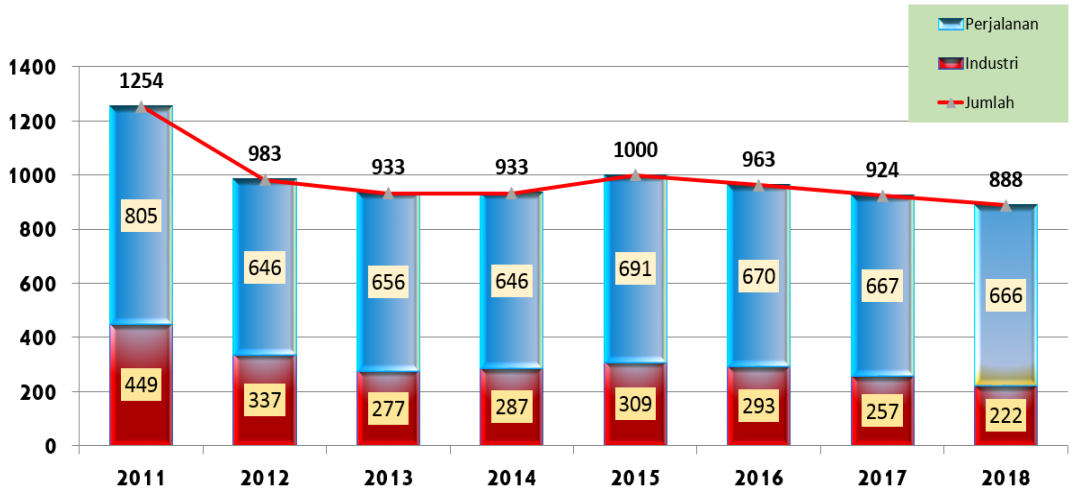

Figure1.1: *Number of fatal accidents by industry and commuting 2011-2018p (reported by SOCSO)*

According to Young, (2013), there are 32,213 injuries for the entire postal workforce of nearly 630,000 employees in the year 2012. The postal laborer injured while delivering mail in the number of ways, for example by being bitten by a dog or being involved in a vehicle crash. The increasing of accident can cause of raising the compensation cost. The compensation expenses in the year 2012 were $3.7 billion, compared to $2.2 billion in the year 2009.

Work-related motorcyclist is common in Malaysia and works across a range of occupations including food delivery riders, postal and small parcel delivery riders, bread seller and food sellers (Yellappan, Mani, & Md Tamrin, 2018). Courier and postal delivery workers are generally at higher risk of involving in road crash considering their higher on-road exposure. The definition of the delivery postman is that a person who collect letters from mailboxes installed in each post office district and delivers to the indicated address in the

district concerned (Kim, Jeong, & Park, 2016). The accident ratio among the postmen who has less than 10 years of work experience was increasing.

Malaysian Communication and Multimedia Commission (MCMC) recorded 47,505,722 domestic parcel and document trips in 2014, amounting to an average of 130,152 trips per day (Annual Report, 2016). The risk of road crashes is higher for courier rider who used a motorcycle for delivery. 84.3% motorcyclist involved in road crashes and 2016, MCMC revealed that 48.4% out of 6,788 courier vehicles owned by postal and courier companies in Malaysia wasa motorcyclist. So, there is high risk for courier rider on Malaysian roads due to a combination of high-speed motorized traffic either other susceptible road users.

The Pos Malaysia headquarters is located at Kompleks Dayabumi, Kuala Lumpur. The company has been operating since 20th May 1971. Based on the SOCSO report, the commuting accident among postmen rider in Pos Malaysia headquarter was in worrying condition.

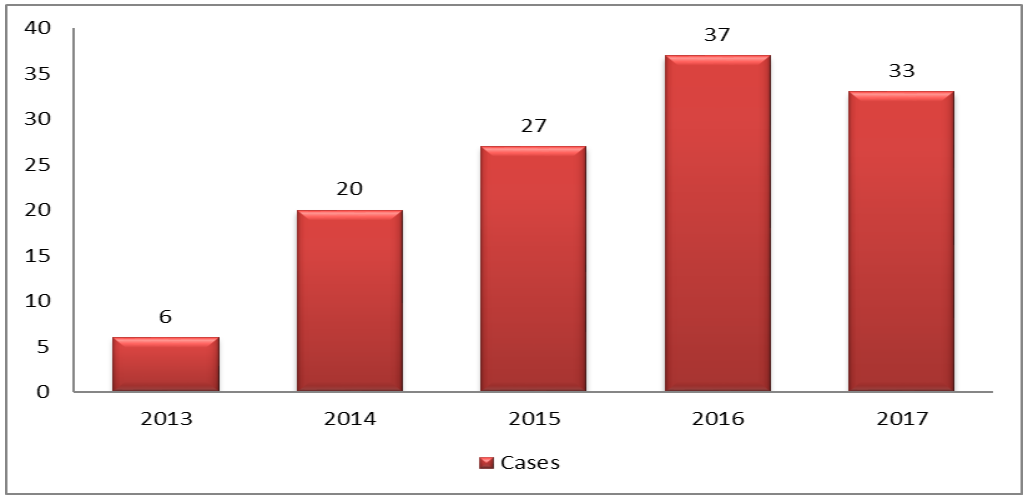

Figure 1.2: *Commuting accident among Postmen rider in Pos Malaysia headquarter (Socso report)*

Figure 1.2 shows that the commuting accident among postmen rider in Pos Malaysia headquarters from 2013 to 2017 (SOCSO, 2019). The figure shows an increasing pattern except inthe year 2017. In the year 2013, six cases reported as a commuting accident while in 2014, the number increased to 20 cases as declared by SOCSO. For the subsequent year, the number of commuting accident among postmen rider increased by 35% compared to 2014.In 2016, the commuting accident cases increased to 37 cases. The figure decreased to 12 percent in 2017. This condition will give a negative consequence to employers and employees. Direct medical cost, indirect medical cost, productivity loss, leisure time loss, cost related to negative psychological consequences, cost related permanent invalidity were found by Joris (2010). Other than that, it will reflect on the organization when the accident involves assets and products of the company like company cars. The workers will suffer from the accident, which gives temporary or permanent disability on their bodies.

A motorist who disobeys the safety traffic rules must be taken serious action to change their attitude towards safe driving. The factors that contribute in increasing numbers of commuting accidents area deficiency of awareness among the employees for safe riding and driving while commuting to work, lack of comprehensive training programmes targeted to commuting accidents, lack of Commuting Safety Management or lack of road safety elements in OSH Management System at workplaces.

Commuting accident can be prevented by changes of human behavior.Awareness and self-esteem would be the best step that needs to be taken by the individual while controlling the accident. The management in the organization is to enforce OSH aspects including safety-driving training and awareness.Therefore, the purpose of this study to focus on examining the direct or indirect factors that happen among postmen. Thus, this study focuses on two elements; safety training and safety behavior among postmen rider in headquarter in Kuala Lumpur. Also, this paper also determines the relationship between safety training reflects safety behaviors among postmen rider in Pos Malaysia headquarter. The training programmes will affect the behavioral changes of motorists and drivers.

1.4 Research Question

There are a few research questions that have been postulated based on the literature review conducted earlier by local and international researchers. The questions raised are as below:

a) What is the perception of safety training among postmen rider in Pos Malaysia headquarters?
b) What is the level of safety behavior among postmen rider in Pos Malaysia headquarters, Kuala Lumpur?
c) Does safety training influences safety behavior among postmen rider in Pos Malaysia headquarters?
d) Does safety training influences safety compliance among postmen rider in Pos Malaysia headquarters?
e) Does safety training influences safety participation among postmen rider in Pos Malaysia headquarters?

1.5 Research Objective

Generally, the purpose of this study is examining the levels and relationship with safety training and safety behavior on commuting accidents among postmen rider in Pos Malaysia headquarter. Hence, to answer the research questions posted above, the following research objective to formulated:

i. To assess the perception of safety training among postmen rider in Pos Malaysia headquarter.

ii. To determine the level of safety behavior among postmen rider in Pos Malaysia headquarter.

iii. To analyze the relationship between safety training and safety behavior among postmen rider in Pos Malaysia headquarter.

iv. To investigate the relationship between safety training and safety compliance among postmen rider in Pos Malaysia headquarter.

v. To determine the relationship between safety training and safety participation among postmen rider in Pos Malaysia headquarter.

1.6 Scope of Study

This paper aims to analyze the relationship linking safety training and safety behavior in commuting accident among postmen rider in Pos Malaysia headquarters. Postmen rider from headquarter of Post Malaysia Berhad, Kuala Lumpur was chosen as respondent for this research. The respondents consist of postmen rider who is riding a motorcycle as a vehicle to commute work. From the respondents, the researcher would like to study the relationship between safety training and safety behavior among postmen rider in Pos Malaysia headquarter.

1.7 Significance of The Study

The significance of this study can be viewed both from theory and practice aspects. Theoretically, most of the previous studies related to safety behavior focused on the manufacturing and construction industries. In this study, we focus on two variables which are safety training and safety behavior. Safety behavior had been fixed as the dependent

variable while safety training is the independent variable. However; there are limited studies which directly emphasize the safety training and safety behavior. The objective of this study is investigating the level and identifies the relationship of safety training and safety behavior among postmen rider in Pos Malaysia headquarter.

There are many theories and model had been discussing in the previous studies. The above variables have a direct and indirect relationship to the organization outcome. This study will provide the new discussion and new relation between safety training and safety behavior among postmen rider in headquarter. The outcome of this study can be a useful guideline for the management to improve safety related issues in Post Malaysia further. This study will be useful to develop new policy, specific training, awareness, workshop, safety campaign and etc. The safety behavior from this study helps and guides the management to reduce the accident rates and provide safety training which in turn employee's participation and compliance towards safety in the organization. The improving safety behavior is one of the best ways to achieve the company's safety goals.

1.8 Definition of Key Terms

1.8.1 Occupational Safety and Health (OSH)

It means the science of the anticipation, recognition, evaluation and control hazards arising in or from the workplace that could impair the health and well-being of workers, surrounding communities and the environment (Alli, 2008).

1.8.2 Accident

It is known as an unintentional act. It is an undesirable, incidental and an unplanned event that could have prevented had condition leading up to the accident recognized, and acted upon before it's happening (WIKIPEDIA (The Free Encyclopedia), 2019).

1.8.3 Road Traffic Crash

Injuries occurred due to collision or incident that directly or indirectly on a public road and involving at least one moving vehicle (World Health Organization, 2007).

1.8.4 Commuting Accident

An accident to the workershall be believed to arise out of and in the course of his employment if the accident happens while the employee: (SIRIM Berhad, 2014)

a) Is traveling on a route between his/her place of residence or stay and his/her place of work.

b) Is traveling on a journey made for any reason which is connected directly to his/her employment; or

c) Is traveling on a journey between his/her place of work and the place where he takes his meals during any authorized recess.

1.9 Organization of The Thesis

This thesis paper has five chapters. The content of chapter one was to examine the problem statement, the point of issue, the analysis of aims, and significance of the study and definition of key terms.

Chapter two provides a review of the literature, which includes past empirical studies.

Then, in chapter three present a theoretical framework which explains the relationship between independent and dependent variables. In this chapter,we study on research type and design, a description of the population and sample, research instrumentation, translation, data collection procedures, pilot test and also data technique analysis.

Chapter four provides and the actual data analysis, reliability testing, level of mean statistic, hypothesis testing and discussion.

Finally, chapter five concludes the study with a summary of results, the implication of research, recommendation for future researcher and conclusion.

CHAPTER 2

LITERATURE REVIEW

2.0 Introduction

The aim of this chapter to review the literature of safety training which is the independent variable and safety behavior as a dependent variable. The literature review will sustain to the methodology that would empirically analyze the relationship between the independent and dependent variable used in this paper. Based on this study, the previous research used as a reference in guiding this study. Several past studies of literature had been summarized based on findings during their study.

Commuting accident was in serious condition as a result of the pattern of cases were increasing every year. It shows that several commuting accidents in Malaysia are alarming and the trend for commuting accidents rise from time to time.

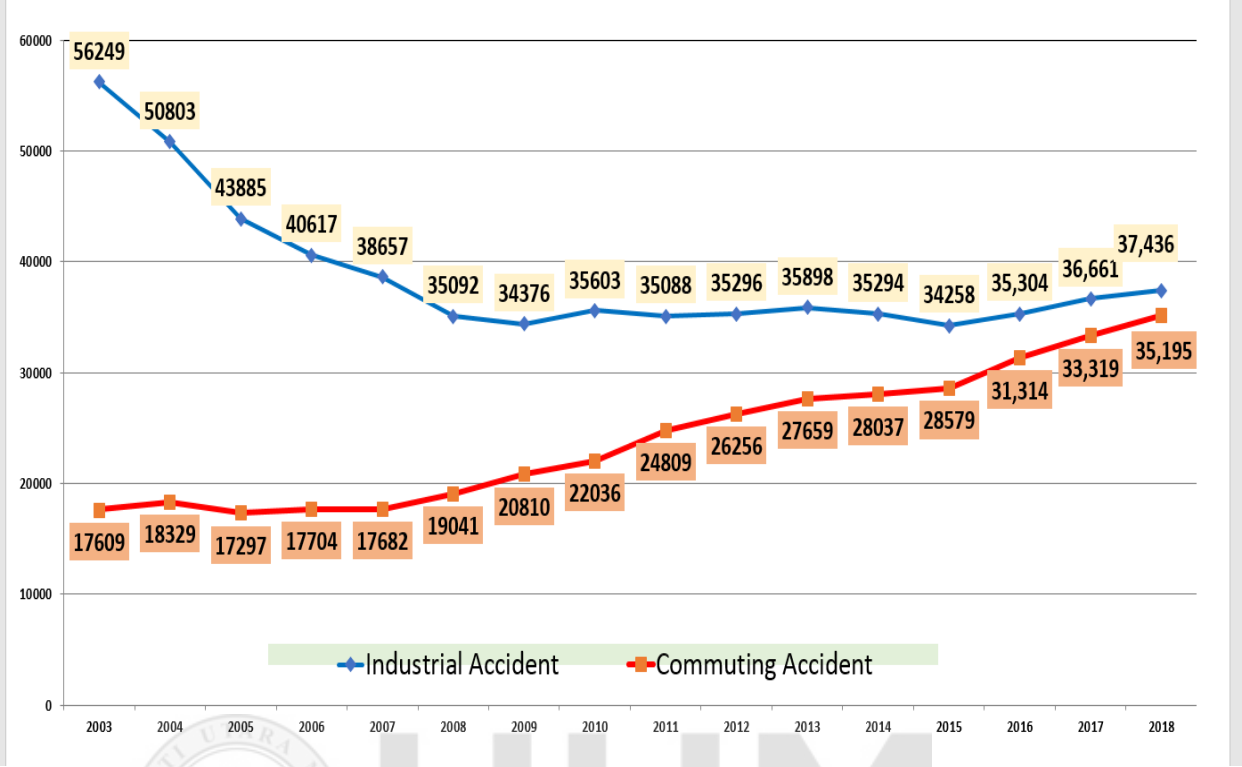

Figure 2.1: *The number of Industrial Accident and commuting accident, Malaysia (report by SOCSO 2003 – 2018p)*

Table 2.1 revealed the total numbers of industrial accident and commuting accident pattern from the year 2003 to 2018p in Malaysia. Based on the SOCSO statistic report, commuting accident cases are increasing dramatically from the year 2003 to 2018p. However, the total industrial accidents cases were reduced slowly from the year 2003 to 2017. If we looked at the line pattern of an industrial accident, the number of cases reduced in 15 years from 2003 to 2018. In 2003, 56,249 cases as reported industrial accident while in 2018, the number of cases reduced to 37,436p in 2018. The figure for industrial accident cases was higher than commuting accident cases in 2018p, but the pattern of the industrial accident was reducing.

The World Health Organization (WHO) has reported that Malaysian roads are the third riskiest in the year 2013 after Brazil and Thailand (Ruxyn, 2017).

There are 69,980 workplace accidents in 2017, where 36,661 of the cases classified as industrial accidents, and therefore the other 33,319 cases are categorized as commuting accidents. It means that 47 percent involved road accidents while commuting to work. The number of commuting cases increased to 35,195 in the year 2018 as a preliminary report of SOCSO.The figures show an increasing pattern.The chairman of National Institute of Occupational Safety and Health (NIOSH), Tan Sri Lam Thye, stated that the number of industrial and commuting accidents in nationwide over five years since 2012 is in a worried condition.

2.1 Safety Training

Training is one of the requirements under the Occupational Safety and Health Administration (OSHA) for control and diminishes the risk factors of injury or disease at the workplace. Generally, training is act as guidance and practice for obtaining expertise and learning of regulations, ideas or point of view which is essential to work productively in a specific condition (Cohen, Colligan, Sinclair, Newman, & Schuler, 1998). OSHA training is a fundamental element in workplace hazard control programs. Training gives the employees to take the opportunity to learn new skills and knowledge. They need training to performing their jobs efficiently and safely manner. Hence, training will cover

the safety responsibilities of all workers to make sure that they comply with those responsibilities.

Wahab, Rajab, Shaari, Rahman, & Saat, (2014) claims that safety training assists the workers to manage PPE efficiently at their workplace is an undeniable factor which is one of the basic approaches used by the management in aiding and improving organizational safety performance. The safety training is a crucial skill to reduce employee's uncertainties on how to react when they encountered unsafe situations at their workplace.Besides it, safety training allows workers to feel that they work in a safe environment because they had knowledge of safety method which they learn during a training session. The training will give great chances for organizations to communicate their safety expectation to new employees.

Besides, Demirkesen & Arditi (2015) expressed that effective safety training decreased the mishap rate, but there are several obstacles related to safety training that should be overcome by construction companies. Demirkesen & Arditi, (2015) focused investigate safety training practices based on the perception of safety personnel where the questionnaire distributed to the highest point of 400 contractors in the U.S in respect to accomplishing, reinforcing and improving 'safety practices'' in the safety training sessions. The findings from the survey are that safety knowledge can be achieved and improved by addressing organizational, feedback, content, process and employees issues in training session. In organizational issues, the company hired competent safety trainers, setting up an organizational structure that supports safety training and encouraging middle management involvement in safety training.In feedback matters, the Demirkesen & Arditi

(2015) investigate the suggestion indirectly by looking at the experienced workers transfer safety knowledge with fewer experienced workers. It means that formal and informal feedback is important for boosting workers' learning in safety training. Thus, content issues that, employer set a goal ahead of safety training and encourage the worker to learn at a training session. Content in safety training allows workers to be more aware of the potential hazards and risks of construction. In the process issues Demirkesen & Arditi, (2015) explain that visual aids use during the training session and conduct the test before and after assessing the training. It is beneficial tools in evaluating the level of learning in safety training. Finally, the author explainedthe worker issues.In this issue, encourage the awareness of safety issues at the workplace, promote and complete the work without accident and motivating workers through frequent training meeting. Demirkesen & Arditi, (2015) studies give benefit to the project manager as it allows them to set effective safety training strategies.

According to Zin & Ismail, (2012) expressed that practical safety training is critical to teach employees on the possible mishap, how to avert accident and potential dangers in the workplace. Hence, preparing and training programme assume an important job to expand security mindfulness.

Thus, Aziz & Osman (2019) investigate and determine whether occupational safety and Health's (OSH) is that mandatory training could encourage OSH implementation. The researcher used a quasi-experimental design and 287 Malaysian respondentsas a sample who are attended 21 OSH'S compulsory training. The compulsory training was organized

by the Malaysian National Institute of Occupational Safety and Health (NIOSH) in 2015. Based on the analysis, the researcher found that mandatory training welcomed by the respondents as they are keen and ready to participate in the training. Other than that, the compulsory training provides with OSH's awareness, skills and attitudes to prevent occupational accidents to the trainee. Thirdly, the respondents successfully transferred knowledge that they learn in training. Aziz & Osman, (2019) realized that trainees in OSH training usually exchange their insight and skills approximately one month after complete the training session. Finally, they found that the mandatory training organized by NIOSH Malaysia was successful as it is well - planned, developed and executed those training.

According to Bahn & Barratt-Pugh (2012) training is a crucial support mechanism to implement improved worker health and safety under the newly harmonised regulatory framework through professional development, workplace certified training, and tertiary educational training. The author focused and discussed the issues involved in delivering more effective safety training in terms of quality and impact upon work-related injury.The author present narrative from nine semi-structured interviewed. The interview conducted face-to-face and also through the telephone. The author indicates that, there is a significant increase in training of safety representatives for the organisation and that the increase in their skills and knowledge have a positive impact on safety performance.

All level of the organization needs to support safety training to make it successful. If the safety management system has been selected and established, safety training becomes a part of a formal structure acknowledged by the leadership team. The education and training

assessment is the process of identifying employee performance and the 'gap' between safety-related performance required and what is being completed.

Cunningham, Guerin, Keller, Flynn, Salgado, & Hudson (2018) was aimed to determine how the workplace safety and health training differs between small and large construction firms that employ non-native workers. The online survey form conducted to a smaller firm which was less than 50 employees and a larger firm (above than 50 employees) in construction. The survey distributed to non-native workers.The author found that non-native workers in small companies received fewer hours of safety training. It means that large companies provide more hours training to non-native workers.In the method of training, non-native workers in small companies receive hands-on training, while large companies of non-native workers receive training in classroom lectures and demonstrations. Thus, large companies offer training to non-native workers in native language compared to small business. The author concluded that the overall access training for non-native workers employed in small firms might be due to a lack of resources and capacity of OSH implementation. The findings suggest that they need a targeted approach in providing occupational safety and health training to non-native workers in small construction companies.

According to Alonso, Muunda, Ahlberg, Blackmore, & Grace (2018), trained and untrained traders reported that training brought benefits in the dairy business. The training gave them the skills to work the business. Based on training, the vendors learn the importance of hygiene practice to preserve the quality and safety of milk.then; vendors

learn a simple test to check the quality of milk and good milk to their supplier. Finally, traders learn the importance of cleanliness in the workplace.However, the training had shown a positive effect on business profitability, with increased income and decreased losses and costs reported by traders.

2.2 Safety Behavior

Behavior is an action by a person that is perceptible by others. It assessed that in up 80% of work-related accidents,employees behavior in term form of act or rules as a contributing factor.

The components of performance will describe the actual behaviors that workers perform at the workplace.Borman & Motowildo, (1993) proposed safety performance in two parts which were task performance and contextual performance. These two segments used to differentiate safety behavior in the workplace.

According to Griffin & Neal (2000), safety compliance is also known as task performance. It describes the core safety activities that should be carried out by people to keep up workplace safety. Wearing Personal Protective Equipment (PPE) and following standard work procedures is one of the examples for safety compliance. Safety participation as contextual performance to clarified behaviors such as participating in voluntary safety activities or attending a safety meeting. This behavior indirectly develops an environment and workplace safety.

According to Vinodkumar & Bhasi (2010) clarify that the component of safety behavior was safety compliance and safety participation. In addition, safety compliance is represent the attitude of employees in the way to increase their safety and health. While, safety participation means behavior of employees in a way that rises the safety and health of the co-worker's and the support from an organization's that stated in goals and objectives (Hagan, Montgomery, & O'Reilly, 2001). Vinodkumar & Bhasi (2010) reported that safety training most crucial dimension in safety management practice that predicts safety behavior.

Occupational Safety and Health, (1994) under the Seksyen 24 (1)(c) stated that all employees have to wear or use all times any Personal Protective Equipment (PPE) or clothing provided by management. The aim of PPE is for preventing risks of his/her safety and health. It is one of the necessary compliance requirement which is enforced and also mandated Dosh officers.

Safety behavior can be influenced in many factors such as leadership, safety perception, training programme, inspection and enforcement. Leadership is one sign of good safety performance. The organisation will achieve safety performance whenthey have effective safety performance leadership. The leadership should be building the relationship from the top to down, which aligns and applies performance leadership throughout the management. Employee participation is one of the essential factors for an employer to implement safety programmes. This safety programmes will encourage active employee involvement. Workers recognize and manage the hazards, recommend and monitor or participate in

safety programme. The worker's involvement is desirable in influencing safety behavior and performance at the workplace. Training gives the opportunity for employees to learn new skills and knowledge. Training is a necessary need for the employees to perform their job effectively and safely. Management provides adequate safety training to all employees and the employees comply with their responsibilities by training. Management ensures that the training should be given by a competent person who is certified by NIOSH. Thus, inspection and assessing physical conditions and people's action are necessary to determine the hazard at the workplace. A regular safety inspection is fundamental to make sure to comply with safety legal requirements and standards in the management. A safety inspection program can locate potential hazards that can negatively affect safety behaviors among workers. Management is responsible for performing inspection effectively.Periodic inspection can lead to better performance.

Behaviour is the way of individual acts or behaves.It explains how people react to something under specific circumstances. Hong, Surienty, & Hung (2011) conducted studies in Small and Medium Enterprises (SMEs) in NCER Malaysia. They focus on four safety management practices which are safety training, employee participation, safety rules and supervisor support to related safety behavior among employees. A 50 questionnaire was distributed to various employees who are working in the manufacturing sector in SMEs in NCER. The findings show that safety training, employee participation, safety rules and supervisory support have positive significant with safety behavior. To improve safety behavior, managers can send workers to safety training and programs organized by NIOSH. Besides, for employee participation, management can use a typical arrangement

where employees are appointed to join in a safety committee to follow the OSH rules. Safety rules area direct way to improve employees safety behavior. Support by supervisor also improves the safety behavior of employees. Management in SMEs examines that safety management practices as antecedents that trigger safety behavior of their workers in order to decrease the workplace accident.

Nee, Zailani, & Talib (2011) workers in the logistic sectors borea high rate of occupational accidents. It will reflect occupational fatalities and lost-time injuries. So, this author proposes the DTPB known as Decomposed Theory of Planned Behaviour explained the relationship between safety behavior and performance. This model contributed to examining the practical actions to encourage safety behaviors and perception of the logistics employees. The safety behavior is influenced by a few factors which are motivation, subjective norm, and perceived behavior control.

Other than that Cucuruto, Conchie, Mariani, & Violante (2015), examined the role of prosocial safety behavior (e.g., assisting others) and a driven safety behavior (e.g., pursue transformation) in anticipating safety conduct outcome.The safety performance outcome in these studies is near-miss incidents, micro accidents, property destruction, and lost-time injuries. The questionnaires are distributed to 751 employees from two chemical plants in Italy. The result exposed that prosocial safety behavior anticipates micro-accident and property destruction while compulsive safety behavior anticipates to near miss-incidents and lost time injuries. The management may diminish the rate of minor wounds and property destruction by expanding assistance among representatives. However, this

perspectiveis less productiveto reduce severe injuries or expand near-miss incident reporting.

Also, Liu, Huang, Huang, Wang, Xiao, & Chen, (2015) explored the relationship between of safety climate, safety behavior and work-related injuries among Chinese manufacturing workers. The author used a cross-sectional survey and with the sample of 3970 manufacturing workers from 42 companies in China. Path analysis was used to test the relationship between the variables. Management commitment, safety supervision, coworker support, and safety training are the dimensions of Safety Climate. Meanwhile, safety compliance, safety initiatives and personal protective equipment used as the three dimensions of safety behavior. The result revealed that safety behavior strongly intervenes the link between safety climate and job-related injuries. While management commitment and safety administration are significantly relative to safety behavior, incidentally, improving the safety climate and safety behavior may reduce the number of work-related injuries.

2.3 Relationship Between Safety Training and Safety Behavior

Wahab, Rajab, Shaari, Rahman, & Saat, (2014) examined the role of safety training to safety performance in Malaysia automotive industry. The researchers need 696 production employees as a respondent for this study. They used the questionnaire method. The researcher found that safety training practices have able to improve the safety performance of organizations'. The training show a great chance for the organization to to communicate

their safety expectations to new employees. The organization also take serious attention for selection trainers and method of safety training carried out to improving safety performance to the employees. Other than that, the organization's assume that safety training is the most important aspect and will work simultaneously in improving safety performance. The experience and knowledgeable safety trainers will help to achieve safety training objectives. In these studies, most of the production employees have been provided comprehensive safety training for the first aider by the management. It is shown that management is concerning their worker's safe when emergencies occur while working. The researcher concludes that employees have to know skillful in their work and also skills in their safety training practices.

Besides that, Auyong, Zailani, & Surienty (2016) concerned that human factors to safety in the logistics sector. The author aims to identify the perception of safety management practices of Malaysian logistic personnel. The survey questionnaires were distributed to the logistics service provider to investigate safety management practices. The result shows that respondent highly satisfied with the fire apparatus dimension. They agree that their management prioritized safety and they understand the OSH policy. As for concluding that this study highlights the importance of the management committee in enhancing workplace safety. The management should remain a good relationship between the employer and the employee to reduce the occupational injuries.

Other than that, Kamarrudin, Ali, Kamsah, Hassim, & Kidam (2009) conducted a study in the semiconductor industry. The researcher examines the relationship between safety

training and safety behavior. The respondents attended a three type of and training module namely ergonomics, personal protective equipment and material safety data sheet. Based on the training, 86.7% of participants increase their safety awareness and understanding about the safety aspect in their workplace after undergoing safety training. This study proves that the effectiveness of safety training on gives positive feedback on safety behavior among employees.

Also, Hong, Surienty, & Selamat, (2016) investigated the role of safety training in developing the safety behavior of employees. The employer responsible isto provide a means to encourage undercover work through training provision. While the workersliable the training into safe behavior. The survey forms distributed employees working in SMEin the manufacturing sector operating in all four states of NCER. NCER cover the state of Perak, Perlis, Penang and the northern of Perak. From the result, the author found that safety compliance and safety participation has a significant positive relationship with safety training. Safety training becomes a lead to an improvement in employees safety behavior. Workers who attended safety training programmes reported that increase awareness of hazards and also other safety issues. High-risk industries highlighted that safety training is necessary from the top level to bottom level because the safety of the workplace is dependent on both roles of parties. The safety awareness and knowledge by training are invaluable skills that help workers to work safely. Safety training broughtmany benefits to employees in SME and improved their safety performance.

2.4 Conclusion

As a conclusion, the theoretical framework formed for this research had identified the level and relationship between the independent variable and two dependent variables. Safety training is an independent variable and safety compliance and safety participation as a dependent variable. In this study, the researcher would like to investigate safety practices among employees in the workplace.

In this chapter, the researcher had developed three hypothesis questions with the assumption that the relationship between safety training among postmen rider towards the safety behavior and dimension of safety participation and safety compliance in Pos Malaysia headquarter. Also, the researcher also would like to find the level of safety training and safety behavior among postmen riderin Pos Malaysia headquarters.

CHAPTER 3

METHODOLOGY

3.0 Introduction

In this chapter, it explains how this research is conducted including research procedures, research instruments, data analysis, and reliability. This chapter is also explained the method used in data collection along with the questionnaire design, population, and sampling techniques.

3.1 Research Framework

The theoretical framework is the primary foundation for the whole research project paper. The researcher develops a theoretical framework and describes the relationship among the variables.

The framework of this study consists of one independent variable and one dependent variable. The independent variables selected for the investigation and to identify the relationship involving safety training and safety behavior among postmen rider in Pos Malaysia headquarter.

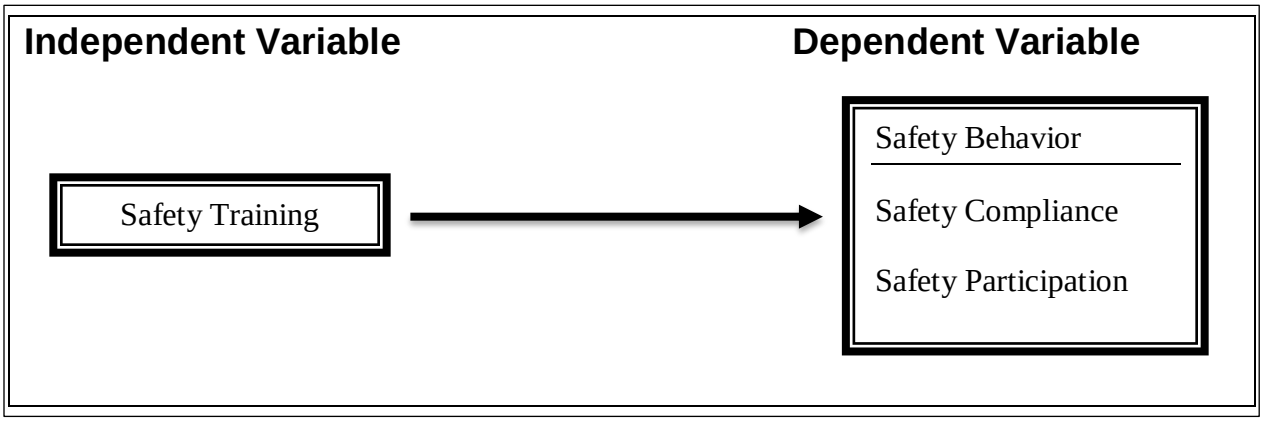

Figure 3.1: Research Framework

3.2 Hypothesis Expansion

Theory of hypothesis is a proposal that can be analyzed by reference to the observed study. The testing of theory would identify to accept or reject the hypothesis. The vital role of the hypothesis was to suggest variables to be included in the present study. To point out the research questions and also aims of this study,the researchers come out with the three (3) hypothesis pursues:

Hypothesis one (H1): Safety training is significantly influenced by safety behavior among postmen rider in Pos Malaysia headquarter.

Hypothesis two (H2): Safety training is significantly influenced by safety compliance among postmen rider in Pos Malaysia, headquarter.

Hypothesis three (H3): Safety training is significantly influenced by safety participation among postmen rider in Pos Malaysia, headquarter.

3.3 Research Design

This section conferred on research design, a framework which will be used in collecting and analyzing data where it involves a series of coherent decision-making choices. The study is a descriptive study which is used to designate something such as market characteristics or functions. A selection of research designs might reveal decisions about the priority given to a range of dimensions of the research process (Bryman, 2004).

This study has been conducted using a quantitative technique with self-administered questionnaires to obtain the necessary data. This study aims to investigate the levels and the relationship between safety training and safety behavior among postmen rider in Pos Malaysia headquarter. The survey research method will be the foundation of research design. Survey method is the most used methods in generating primary data. This research technique is done by gathering information from a sample of people by using a questionnaire. Secondary data got from journals, books, periodical magazines, and newspapers.

The unit of analysis is referred to as the type of unit. A researcher used a unit of analysis for measuring the variables (Newman, 1997). It is used to explain the units themselves,

which refers to what is being analyzed in the study. In this study, the unit of analysis is at the individual level where it is more suitable in testing and verifies all the variables shown in the research of framework, whereby the data was only collected from the target respondents who are riding the motorcycle for the commute to work and the target area is headquarter of Post Malaysia.

This study used cross-sectional, where the data was collected at one point in time. A cross-sectional is a kind of observational study plan. According to Setia (2016), the outcome of the study and also an exposure of participants were measured in the meantime. It is not like case-control studies. The design of the cross-sectional is simple, inexpensive and allows for the collection of data is in a short period. This study was conducted among the postmen riders who are worked in headquarter of Post Malaysia to ensure that a sufficient number of respondents participated in this study at the specific time frame.

3.3.1 Population

According to Sekaran (2003) population is to any arrangement of people, events or things of interest from which the sample is selected and to which the study results will generalize. Thus, the study population includes all postmen riders who use motorcycle commute to work in headquarter of Post Malaysia Berhad,Kuala Lumpur. Based on Human Resource of Post Malaysia headquarter, the statistic indicated that there are 130 employees are worked as postmen rider.

3.3.2 Sample and Sampling Procedure

The sample size is the number of rudiments included in the study whereby the researcher would through the sample to generate the result and findings for the study. The sample size is essential for researchers to use as a guide to make theright decision, hence giving out an excellent recommendation to resolve the problem. According to Sekaran (2003), the sample size and sampling procedure guide the researcher to finalize the result based on the interest of the population. This study applied purposive sampling for data collection.

3.4 Operational Definition

The operational definitions of the variables selected for this study are defined as follows:

3.4.1 Safety Training

The definition of safety training is 'instruction in hazard recognition and control measures, learning safe work practices and use personal protective equipment and acquiring knowledge of emergency procedures and preventive actions.' This Definition was explained by (Cohen, Colligan, Sinclair, Newman, & Schuler, 1998). Safety training is has been identified as an essential organizational attribute distinguishing organization along witha successful safety program (Zohar, 1980).

3.4.2 Safety behavior

According to occupational, safety and health requirements, safety behavior described that safety practices and activities like providing safety training and safety compliance explained thefundamental activities carried by employees to prevent workplace accidents. Johnson (2003), safety behavior plays an important role to reduce the injuries at the workplace. It indirectly influenced the outcome of the incident before the injuries or accident occurred. Safety behavior has two dimensions; safety compliance and safety participation.

3.4.3 Safety Compliance

Vinodkumar & Bhasi (2010) explain that employees followed the company safety instruction in improving their safety level. In other words, Griffin & Hu (2013) explained that safety compliance is to make sure that employees follow the safety manner that adheres to safety rules and procedures in the organization.

3.4.4 Safety participation

Griffin & Hu (2013) explained that safety participation means collaborating with co-workers and engaging in safety-related issues to contribute to the development of a safe environment. Thus, an employee's involvement in organisational safety knowns as safety participation (Vinodkumar & Bhasi, 2010).

3.5 Measurement

In this study, the method used for data collection will be a structured survey, that is a questionnaire to pull together data.Questionnaires were designed to gather information from the respondents about demographic details, safety training, and safety behavior. The questionnaire was edited and rephrased to suit with researcher objective and Likert-scale type format being used for the quantitative survey questionnaire:

3.5.1 Safety training

Safety training is one of the independent variables to influencing safety behavior on commuting accident among postmen rider.There are six items in this variable. Respondent has to response six items based on Likert scale which range from '1' for strongly disagree, '2' for disagree, '3' for neutral '4' for agree, '5' for strongly agree. The questions that were developed to the respondents to answer on a safety training program that being provided by the company to the employees. The questionnaire source for safety training is from (Cox & Cheyne, 2000).Table 3.2 represent six safety training items.

Table 3.2

Safety training items

Variable	Items	Source
Safety Training	1. My company gives comprehensive training to employees in workplace health and safety issues. 2. Newly recruits are trained adequately to learn safety rules and procedures. 3. Safety issues are given high priority in training programmes. 4. I am not adequately trained to respond to emergencies in my workplace. 5. Management encourages workers to attend safety training programmes. 6. Safety training given to me is adequate to enable to me to assess hazards in the workplace.	(Cox & Cheyne, 2000)

3.5.2 Safety behavior

The dependent variable of this study was safety behavior. In this study, safety behavior measured by two dimensions which are safety participation and safety compliance. According to Vijayakumar (2007) behavior means as everything an individual does that is observable and measurable. It is a key to decrease the injuries at the place of work and indirectly influencing the outcome of the even before the injuries occurred (Johnson, 2003). In this part 3, respondent should answer 12items based on 5 - point Likert scale and the question source from Williamson, Feyer, Cairns, & Biancotti, (1997) and Zohar, (1980). Table 3.3 shows the items of safety behavior.

Table 3.3

safety behavior items

Variable	Items	Source
Safety Behaviour **Safety Compliance**	1. I use all necessary safety equipment to do my job. 2. I carry out my work in a safe manner 3. I follow correct safety rules and procedures while carrying out my job. 4. I ensure the highest levels of safety when I carry out my job. 5. Occasionally due to lack of time, I deviate from correct and safe work procedures. 6. At times because of experience, I drift from right and safe work strategies. 7. Occasionally due to over familiarity with the job, I deviate from correct and safe work procedures.	(Williamson, Feyer, Cairns, & Biancotti, 1997)
Safety Participation	1. I help my co-workers when they are working under risky or hazardous conditions. 2. I always point out to the management if any safety-related matters are noticed in my work area. 3. I put extra effort to improve the safety of the workplace. 4. I voluntarily carryout tasks or activities that help to improve workplace safety. 5. I encourage my-workers to work safely.	(Zohar, 1980)

3.6 Questionnaire

The survey instruments consist of the (6) page questionnaire with a total of 24 close-ended questions. There is a three-part questionnaire created based on past studies.Each postmen rider received a six-page questionnaire are shown in Appendix 1. The questionnaire comprises of three parts that are Part 1, 2 and 3. The surveys were conducted in dual languages which are English, and Bahasa Malaysia and the questions were self-administrative.

In part 1, the questionnaire contains the demographic characteristic of the respondents. The respondents have to response six items of demographic questions which are age, marital status, race, education level, length of employment and history of commuting accident.

Thus, in part 2, this is safety training. Safety training is one of the independent variables in this research paper. In part 2, there are consists of six items. The researcher study on the levels of training and the relationship between safety training towards safety behavior among employees are riding a motorcycle to commute to work.

In part 3 is the safety behavior, as a dependent variable. The researcher has used two main dimensions which were safety compliance and safety participation. The aim for this variable is to identify the levels of safety behavior among postmen rider in headquarters of Pos Malaysia, Kuala Lumpur. This section consists of;

1. Safety compliance (7 items)
2. Safety participation (5 items)

All the variables were measured using the five-point Likert Scale as shown in the following Table 3.4. The researchers used a Likert Scale type of questionnaires as it is easier to derive a result by using this type of questionnaire due to the nature of the questionnaire itself. The participant was to mark their level of agreement or disagreement on each questionnaire items.

Table 3.4

Five -point Likert-Scale

Judgment	**Scale**
Strongly Disagree	1
Disagree	2
Neutral	3
Agree	4
Strongly Agree	5

Other than that, the first page of the questionnaire will be the cover letter. The cover letter in this questionnaire is functioned to deliver several purposes. For instance, explaining the purpose of this study, provide information about the researcher and the confidentiality of respondent's feedback on the survey.

3.7 Translation

The original questionnaire adopts from Cox & Cheyne, (2000), Williamson, Feyer, Cairns, & Biancotti, (1997) and Zohar, (1980). The questionnaire was developed in English. All respondents in this study are less proficient in English. Therefore, in order to ensure that every respondent understood well the items or statement asked in the questionnaire. The researcher used back-to-back translation method. This method is commonly used to check the accuracy of the translation in the questionnaire (Douglas & Craig, 2007). Yu, Lee, & Woo, (2004) also thinks the same way where items derived from other languages must go through the effort as an effort to reduce the variances that may arise due to cultural and linguistic differences. Through the back to back translation method, the instrument is translated into Malay and re-translated into English. Two different teachers who are specialist in the English and Malay language from Sekolah Jenis Kebangsaan Tamil (SJKT) Vivekananda, Kuala Lumpur, assisted the process after this process completes the instrument in the two different languages sent to the High Court of Kuala Lumpur on 15th February 2019 to be endorsed.

3.8 Pilot Study

The purpose of this pilot study was to analyze the reliability of the instruments used in this survey form. This test has been used as the preliminary indicator for the study before the studies conducted to a real data collection on the actual sample size. Moreover, the purpose of these studies is to evaluate and see whether respondents can understand clearly each of the questions. This paper is as a guide for study and collects data from the definitive subject of a project in small scale probing sampling without an exact standard. It is also to identify the problem of the instrument tool (Zikmund, 2003).

The pilot study was conducted in the fourth week of Feb 2019. This study was involved onthe 42 postmen rider from ten branches of Post Malaysia in Kuala Lumpur. These studies select 10 branches of Post Malaysia in Kuala Lumpur because of insufficient the population at Post Malaysia headquarters. The researcher approaches the OSH Officer, Pn. Marissa Mazdiana Binti Omar and Human Resource Department and gathered the 42 postmen rider from 10 branches in Kuala Lumpur who attended he safety course. The course was held on the 27th of February 2019. Before the course conducted by OSH Officer, the questionnaire has been distributed personally to 42 respondents. The questionnaires that have been answered by the respondents and evaluated reliability test by using the Statistical Package for Social Science (SPSS) version 19.

Table 3.5 displays the outcome of the reliability test for pilot studies. The value of Cronbach Alpha for safety training is 0.7, and safety behavior are 0.67. This result shows

that Cronbach Alpha value for safety compliance is 0.57 with seven items and safety participation is 0.65 with five items. Although the Cronbach Alpha for safety compliance does not exceed 0.6, the overall values for the variable of safety behavior exceed 0.6. According to Sekaran (2003), if the Cronbach Alpha values more than 0.6, it is indicated that the questionnaire is acceptable and applicable. Thus, this instrument for both variables is accepted for actual data. Furthermore, based on suggestion from the experts change the font size is enlarged, and layouts of the questionnaire have been improved before distributed for the actual data.

Table 3.5

Reliability test for pilot study

Variable	***No. of items***	***Cronbach's Alpha***
Independent Variable		
Safety training	6	0.75
Dependent Variable		
Safety behavior	**12**	**0.67**
Safety Compliance	7	0.57
Safety Participation	5	0.65
OVERALL	**18**	**0.8**

3.9 Data Collection Procedure

First, the researcher provided a formal letter from University Utara Malaysia and permission carry out at Pos Malaysia Headquarter. A discussion between the researcher and Human Resource Manager requesting permission for distributing questionnaires to the targeted respondents.

During the first morning briefing,the researcher joint with a safety officer to explain the purpose of the study and the content of the questionnaire. The researcher distributed the questionnaire to the targeted (purposive sampling) respondents along with the Human Resource Manager and Safety Officer for the first session. The data collection were carried out three times. As for the first time, the researcher had collected 35 set of a questionnaire followed by 40 set for the second time and 40 set for the third collection from different respondents in every session. The details are explained as per below;

Table 3.6

Summary of collection questionnaire

No	Date	Respondents	Number of completed questionnaire
1	6/03/2019	35	30
2	7/03/2019	40	40
3	8/03/2019	40	30
	Total	115	100

The Table shows total respondent involves for this questionnaire is 115; however the complete questionnaire only 100 set or 87 percent. Thus 100 complete questionnaires were used raw data for analysis.

3.10 Data Analysis Technique

Data processing defined the organization of information into new and constructive structures. For data collection method, researchers used (SPSS) to organize information that researchers will receive from the respondents. The data analysis of the present study used SPSS Statistical Software version 19 as the primary analysis system for this research. The statistical tools adopted in this study to measure the frequency analysis, descriptive statistics, and correlation analysis. The data analysis techniques used are:

3.10.1 Reliability Analysis

Cronbach's Coefficient Alpha is used to test of internal consistency reliability. It is also conspicuous because it will assist the researcher in determining the consistency of the instrument. The value of the Cronbach's Coefficient Alpha will decide the level of reliability. Sekaran (2003) stated that if trustworthiness lower than 0.6 areviewed as inadequate, the scope of 0.7 are satisfactory, and those above 0.80 are great, and more than 0.90 are phenomenal.

3.10.2 Descriptive Analysis

The descriptive analysis is used to come out of the quantitative analysis of data. According to Zikmund, Babin, Carr, & Griffin (2013) this analysis will provide details regarding internal consistency reliability, mean, mode, median variance, range, and standard deviation. The researcher used the demographic characteristics of the respondents who participate in the survey. This is a basic knowledge needed in order to have a broad picture of the population who responded to the survey. The demographic characteristics of respondents are such as age, marital, length of service and education level. For this data, the frequencies and percentages were used for computation.

3.10.3 Pearson Correlation's Analysis

Pearson's correlation analysis will show the interrelation between two variables which were independent and dependent variables. Correlation analysis was conducted to test intercorrelation between the variable. Table 3.7 shows the interpretations of the correlation analysis from Chua (2006).

Table 3.7

Correlation (r) interpretation (Source: Chua, 2006)

Range of Correlation	Interpretation
0.91 – 1.00	Very strong correlation
0.71 – 0.90	Strong correlation
0.51- 0.70	Moderate correlation
0.31- 0.50	Weak correlation
0.01- 0.30	Very Weak correlation
0	No Correlation

Pearson correlation matrix used to measure the direction, strength, and significance of the relationship between the independent variables and dependent variables. It is essential to determine the significant correlation and how strong safety training influences safety behavior. Also, the Pearson correlation coefficient shows the parallel connection between the independent and dependent variable. The symbol of a correlation coefficient is r, and the range is from -1.00 to +1.00. Negative values of r represent an indirect relationship between variables. If r value is close to +1, then it is a positive linear relationship. Then if the value of r is closed to 0, it means that no linear association between the variables.

3.10.4 Regression Analysis

According Fah & Hoon (2009) analysis of regression is a set of numerical procedures used to foresee and describe the value of a dependent variable based on the value of an independent variable which was one or more variables. According to Sekaran (2003), it is generally utilized in business research which is representing the relative paramount of the independent variables and dependent variable in the prognosis of the dependent variable.

Multiple regression analysis was used to examine the connection between the dependent variable and independent variables. The value of r^2 is the amount of variance which explains the dependent variables by the predictors. Results can be explained when there is r^2 value, F value, and significance level. In other words, it will guide the researcher to find the strong relationship that exists between the dependent variable and independent variable.

3.11 Conclusions

This chapter explained on the selection of respondents, developments of the research resources and the statistics collection procedure. The following chapter explained the findings.

CHAPTER 4

RESULT AND FINDINGS

4.0 Introduction

This chapter represents the findings of the study from the statistical analysis conducted on the data collected from the questionnaire. In the first part of this chapter, the presentation would be on the characteristic of respondent profiles. The goodness of measured is identified by analyzing reliability analysis on the measurement and descriptive analysis. The final part of this chapter would be focused on hypotheses testing, regression analysis, and Pearson correlation.

4.1 Respondent Rate

A total number of 115 questionnaires were distributed to postmen rider in Pos Malaysia headquarter. The data collection carried out three times with different respondents. However,the end of the survey period, the complete questionnaire only 100 set which the response rate is 87%. The 15 sets of the questionnaire were in completed.

4.2 Demographic Characteristics Of Respondents

Demographic Characteristic of the respondents was held to be of great significance to the study. Age, marital status, education level, length of employment and history of the commuting accident are demographic characteristic of this study.

4.2.1 Respondents age

Table 4.1 represents the detailed of postmen rider age who completed the questionnaires. It is noted that respondents from the age group of 25 to 34 years old with 45 respondents or 45% from the entire respondents. The second highest age group of the respondent is range 18 to 24 years old which with 26 respondents followed by 35-44 years old with 22 respondents. Only six respondents equal to 6% with age from 45 – 54 years old and finally 1 respondent in the age between 55 and above years.

Table 4.1

Characteristic *of age*

Age	**Frequency**	**Percentage (%)**
18 – 24 years	26	26
25 – 34 years	45	45
35 – 44 years	22	22
45 – 54 years	6	6
55 and above	1	1
Total	**100**	**100**

4.2.2 Respondents marital status and race

Seventy-eight percent of the respondents have married; meanwhile the remaining 22 respondents are single. As a result generated from data provided shows that (Table 4.2) most of the respondents are Malay which is 98 percent from 100 respondents; meanwhile, the 2 percent is Indian.

Table 4.2

M*arital status and race*

Characteristics	**Frequency**	**Percentage (%)**
Marital		
Single	22	22
Married	78	78
Total	**100**	**100**
Race		
Malay	98	98
Indian	2	2
Total	**100**	**100**

4.2.3 Respondents education level

Most of the postmen riders have educational background ranging from secondary education to Bachelor/ Degree holders as shown in Table 4.3. The SPM holders owned by 89 or 89% of respondents are the most of this research followed by seven

respondents owned an STPM holder. The rest are held Diploma composed of 2 respondents and bachelor / Degree of 2 respondents of the entire respondents.

The respondents were requested to fill the questionnaire stating their level of education and Table 4.3 presents their responses.

Table: 4.3

Education Level

Education	**Frequency**	**Percentage (%)**
SPM	89	89
STPM	7	7
Diploma	2	2
Bachelor / Degree	2	2
Total	**100**	**100**

4.2.4 Respondents length of employment

All the participants responded to this question (100 responses or 100%). Respondents were asked to indicate their length of employment. Out of 100 respondents, most of postmen rider worked for about 10 to 14 years with frequencies 34 respondents. They were followed by 5 to 9 years with 31 respondents. There are 26 respondents work as postmen rider for 1 to 4 years. Not many of them, but 7 respondents and 2 respondents participated in this study for 15 to 19 years and 20 years and above of working experience respectively. At last, there is none respondent at the length of service which is less than 1 year.

Table 4.4

Length of employment

Employment	Frequency	Percentage
1 – 4 years	26	26
5 – 9 years	31	31
10 - 14 years	34	34
15 – 19 years	7	7
20 years and above	2	2
Total	**100**	**100**

4.2.5 History of commuting accident

Table 4.5 shows the history of commuting accident among the respondents. All the respondents participate in this question (100 responses or 100%). Out of 100 respondents, about 27 postmen rider have a history of commuting accident and the remaining 73 does not have the history of commuting accident.

Table 4.5

History of commuting accident

	Frequency	Percentage
Commuting accident		
Yes	27	27
No	73	73
Total	100	100

4.3 Reliability Analysis

Reliability of the test was tested using Cronbach's Alpha and dimension measuring each variable of safety training and safety behavior. The dimensions of safety behavior are safety compliance and safety participation. It is a reliability measure coefficient that reflects how the items in a set are positively correlated to one another.

The finding obtained as shown in Table 4.6 indicates that the Cronbach's Alpha value for measuring items of the independent variable and dependent variable.

Table 4.6

Reliability result for actual study

Variables	Cronbach's Alpha
Independent Variable	
Safety Training	0.737
Dependent Variable	
Safety Behavior	0.739
Safety Compliance	0.748
Safety Participation	0.846

The current study produces satisfactory reliability to all variables that met the above requirement range between 0.70 to 0.80. The value of Cronbach's alpha for safety training is 0.737. The alpha value for safety behavior is 0.739. The dimension of safety participation

is categorized as excellent in reliability as their Cronbach's alpha values are 0.846. In other words, it shows an excellent internal consistency for the structured questionnaire used in this study. The Cronbach's value for safety compliance is 0.748. In this test, none of the items was deleted, because the reliability of inter-item was high. This data can be proceeding for inferential analysis which is correlation and regression analysis.

4.4 Descriptive Statistic of Variables

In order to respond the first Research questions on the level of safety training among postmen rider in Pos Malaysia headquarter. The Mean statistic test was carried out in answering the question. The data has been analyzed by Using SPSS version 19.

Table 4.7

Classifications of Mean

Range of Mean	Description
1.00 – 1.80	Very low
1.81 – 2.60	Low
2.61 – 3.40	Moderate
3.41 – 4.20	High
4.21 – 5.00	Very High

Source: Veloo & Raman, 2013

Table 4.7 explained the classification of Mean (Veloo & Raman, 2013). The range for higher score means value 4.21 to 5.00. Meanwhile, 1.00 to 1.80 are lowest range value of the mean.

Table 4.8 describes the mean statistics of the independent variables and the dependent variable for comparison. The data present that the mean value between safety training and safety behavior were between 3.07 – 3.73. Therefore, safety behavior scored higher mean value at 3.7325 as compared to 3.0700 for safety training. Furthermore, the standard deviation score for safety behavior was 0.37122 and safety training was 0.67966.

Table 4.8

Mean Statistics for safety training and safety behavior (N=100)

Variables	Min	Max	Mean	S.D
Safety training	2.00	4.17	3.0700	0.67966
Safety behavior	2.50	4.75	3.7325	0.37122

In order to answer research question number two (2) on the level of safety behavior among postmen rider in Pos Malaysia headquarter.

Table 4.8 present that safety behavior had a higher mean value of 3.7325 (high). These results proved that the respondents had the right attitude and proactive training towards safety behavior in the standard deviation score for safety behavior is 0.37122.

4.5 Correlation Analysis

Table 4.9 shows that safety training was significantly positively correlated with safety compliance (r= *0.661 (P<0.05).* There was also a significant positive relationship between safety training and safety behavior with a correlation coefficient of 0.558, P<0.05. The dimension of safety compliance was highest correlation score than safety behavior score while the safety training was not significant with the dimension of safety participation where the r value = 0.056.

According to Chua's guidelines (2006) safety training is moderately correlated with safety compliance and safety behavior. However, the safety training was not significantly correlated with safety participation, which is 0.056.

Table 4.9

Pearson Correlation result

	S compliance	S participation	S training	S behavior
S compliance	1			
S participation		1		
S training	0.611**	0.056	1	
S behavior			0.558**	1

** Correlation is significant at the level 0.05 level 2-tailed)
S: safety

4.6 Regressions Analysis

This regression analysis was run to identify the relationship between the independent and dependent variable. It also determines how much of the variance in the dependent variables is explained by a dependent variable. It shall identify how well a set of variables can predict an outcome and which variable in a set of variables is the best predictor of an outcome.

4.6.1 Regression analysis of safety training and safety behavior

Table 4.10 represents safety behavior as the dependent variable, and the safety training is the independent variable, the linear regression analysis technique was applied in this study. 31.2% of the variation in the safety behavior was significantly explained by safety training. The relationship between safety training and safety behavior are significant (β=0.558, sig=0.00).

Table 4.10
Regression analysis of safety training and safety behavior

	Standard Coefficient		
Model	Beta	t	Sig
(Constant)		19.433	0.000
Safety training	0.558	6.659	0.000

R= 0.558
R^2= 0.312
Adjusted R square = 0.305
Notes:
Predictors: Safety training
Dependent Variable: Safety Behavior

4.6.2 Regression analysis of safety training and safety compliance

As shown in Table 4.11 safety training contributes most to the safety compliance with a coefficient beta of 0.611(sig=0.000). It means that 37.3 percent variance of safety compliance explained by safety training.

Table 4.11

Regression analysis of safety training and safety compliance

	Standard Coefficient		
Model	Beta	t	Sig
(Constant)		9.817	0.000
Safety training	0.611	7.638	0.000

R= 0.611[a]
R^2= 0.373
Adjusted R square = 0.367
Notes:
Predictors: Safety training
Dependent Variable: Safety Compliance (safety behavior)

4.6.3 Regression analysis of safety training and safety participation

From the analysis in Table 4.12, the R square value of 0.03 reported that 3% of the variance in safety participation explained by safety training. It means that safety participation contributed only 3% in safety training and was not significant (sig>0.05).

Table 4.12

Regression analysis of safety training and safety participation

Model	Standard Coefficient Beta	t	Sig
(Constant)		25.058	0.000
Safety training	0.056	0.557	0.579

$R = 0.056^{a}$
$R^2 = 0.03$
Adjusted R square = - 0.007
Notes:
Predictors: Safety training
Dependent Variable: Safety Participation (safety behavior)

4.6.4 Summary of Hypothesis

Table 4.13 represents a summary of the hypothesis of this study. Therefore, hypothesis H1 and H2 were supported. The result demonstrates that safety training influence significantly with safety behavior and dimension of safety compliance.

Table 4.13
Summary of Hypotheses testing

Hypothesis	Statement	Findings
H1	To analyze the relationship between safety training and safety behavior among postmen rider in Pos Malaysia headquarter.	Supported
H2	To investigate the relationship between safety training and safety compliance among postmen rider in Pos Malaysia headquarter.	Supported
H3	To determine the relationship between safety training and safety participation among postmen rider in Pos Malaysia headquarter.	Rejected

4.7 Conclusions

This chapter describes the demographic characteristic of the 100 respondents with the result of descriptive statistic, correlation, and regression analyses. The research implications, limitations, and direction for the future researcher were discussed in the next chapter, Chapter 5.

CHAPTER 5

RECOMMENDATION AND CONCLUSION

5.0 Introduction

In this part, the discussion is on the results of the analysis that was conducted and explained in Chapter 4. Also, the objective of the study about the hypotheses findings also discussed here. This chapter also explained the recommendation of the study workplace on what the steps areneeded to take into consideration in safety training and safety behavior among postmen in headquarter. Finally, the researcher discussed the limitation that encounters and faced during this study.

5.1 Recapitulation of Results

The purpose of this study is to investigate the connection between safety training and safety behavior among postmen rider. This study was conducted at Post Malaysia, headquarter in Kuala Lumpur. Then, 100 postmen rider participated in the survey questionnaires.

The analysis of regression was to evaluate the relationship of safety training between safety behavior. Table 4.10 represents the regression analysis that the R square value of 0.312. It indicates that 31.2% of variance that explained the safety behavior was accounted for by thesafety training where the *F* value = 44.3477 at p <0.000. Further, the beta coefficient of safety training ($\beta = 0.558$, $p < 0.000$), which is the most substantial contribution in

predicting the relationship comply with safety behavior. Meanwhile,Table 4.11 shows that safety training contributes most to safety compliance with a coefficient beta of 0.611(sig=0.00). It means that 37.3 percent variance of safety compliance explained by safety training.

5.2 Discussion on the Research Objectives

The researcher discussed the details objective as explained in chapter 1; the research objectives are listed below:

i. To assess the level of safety training among postmen rider in Pos Malaysia headquarter.

ii. To determine the level of safety behavior among postmen rider in Pos Malaysia headquarter.

iii. To analyze the relationship between safety training and safety behavior among postmen rider in Pos Malaysia headquarter.

iv. To investigate the relationship between safety training and safety behavior among postmen rider in Pos Malaysia headquarter.

v. To determine the relationship between safety training and safety behavior among postmen rider in Pos Malaysia headquarter.

5.2.1 Research Objective to Assess the level of Safety Training among Postmen Rider

The first objective in this paper is the level of safety training assessment among postmen rider in Pos Malaysia headquarter. The Mean value for safety training 3.0700 indicates a moderate level of data consistency. The result of this study is similar to the past studies of Komaki, Heinzmann, & Lawson (1980). Postmen rider was aware and appreciated the initiatives on providing occupational safety and health training which benefits the workers and the organization.

Human Resource department provides training programs to all employees especially those who work as postmen rider. To minimize the number of commuting accident, Human Resource Department introduces a road safety campaign to the postmen rider to create awareness and remind them of the importance of safety practices at the workplace. Management introduces induction training to new recruitment. Management also provides Personal Protective Equipment (PPE) to protect the riders from commuting accident. Postmen riders were asked to wear a uniform with long sleeves and padded elbow to protect them from fall injuries. Other than that, employees should always wear helmets and gloves before starting their daily job.

Pos Malaysia headquarters also provides defensive riding to all employees who commute to work. Based on this training, the postmen understand the vulnerability of motorcyclists and to be aware and cautious of them when driving. Besides that,

the postmen also can identify the type of hazard and risk assessment as well as vehicle control skills. This training was conducted periodically and continuously to improve their skills.

5.2.2 Determine the levels of Safety Behavior among Postmen Rider

The second (2) objective of this study was identifying the level of safety behavior among postmen rider. Safety behavior is the dependent variable. The mean value for safety behavior is 3.7300 indicated that a high level of data consistency as according to (Veloo & Raman, 2013). These findings were similar with previous studies Hong, Surienty, & Selamat (2016).

The postmen rider job was high risk. The management creates and established a clear, comprehensive safety policy which is accessible to all employees. The policy should be continuously reviewed and updated in-line with the latest changes. Postmen rider always complied with the rules and regulation of Post Malaysia. They will take participate in the training programs offered by management. Every morning the Osh Officer or supervisor will attend safety assemblies like morning briefing or toolbox talks to all rider. In this way, the top management would know the problem facing by riders when they do their task. Postmen rider also participated in management activities such as OSH Safety day, road safety videos, road safety campaign. Road safety campaigns are essential to educate, create awareness and ensure employees on the meaning of always practicing a ‘safety

first' culture. Post Malaysia also invited the speaker from PDRM, JPJ, DOSH, SOCSO and NIOSH for safety talk on commuting accident. The programs were held once a year to create awareness and ensure workers work safely.

5.2.3 Relationship between Safety Training and Safety Behavior

There was a positive correlation between safety training and safety behavior among postmen rider in Pos Malaysia headquarter. The r value was 0.558 indicates that the correlation is moderate.

Based on this study, it shows a positive relationship between safety training towards safety behavior. The postmen rider agreed that the training at the workplace would increase their safety knowledge and understanding the importance of safety practices at the workplace. Safety training is one of the minimum requirements, and it must share among the workers in practicing their daily duties and create a safe environment. Safety training could help postmen rider to gain knowledge, increase skills and create a more positive attitude to make the workers capable of performing the work well.

Based on this study, training plays a vital role for all new employees. The new postmen rider should attend safety training before starting their work. Human Resource department arranges an induction training program for new employees.

The new postmen rider was made compulsory to attend the safety training program which was provided by employers. These programs will be held on a yearly basis and compulsory to all employees. From the training, the postmen rider understand the skills, safe work practices, the job hazards such as road surface, environment, and vehicle and the measurement of control on the commuting accident (Engineering and administrative control and personal protective Equipment). It is assumed that with attending the safety training, the postmen rider aware and identify the hazards and able to control the hazards at the workplace. The information of safety training will boost up the postmen rider skills in regards to the safe work practices. Postmen rider should wear proper personal protective equipment like rider helmet, before commuting to work. Therefore, it is likely that proper safety training programs lead to a reduction in the commuting accident.

These findings were consistent with the previous study done by Komaki, Heinzmann, & Lawson (1980) and Reber & Wallin (1984) and also Kamarrudin, Ali, Kamsah, Hassim, & Kidam (2009).

5.2.4 Relationship between safety training and safety compliance

The safety of postmen as they commute to and back from work is significant and requires support by the top management of their organization. The management created a clear OHS policy related to the commuting accident and the policy also regularly reviewed and updated in line with latest situation or regulations. The postmen have to comply with the OHS policy. The postmen riders also reported the commuting accident cases and also near miss incident for investigation to the management. All crashes including near misses notified to the management at the soonest possible after the incident. Also, the postmen riders also compiled the vehicle inspection activities provided by the management.

5.2.5 Relationship between safety training and safety participation

Safety training among postmen rider in Pos Malaysia headquarter is not significant with safety participation. The plausible reason for this result is that the study population is new to this research and most of the postmen riders were not cautious of their safety. That's the reason why they are not very familiar with safety training. They assume that it is just training and not essential to participate. The postmen rider also assumed that not any monetary benefit attend the safety training. Other than that, lack of time due to overloaded work as postmen also consider low-level participation in safety training programs offered by management.Based on the findings, management has to come out with an attractive safety training programme

to enable workers especially postmen to actively participate in effective training programs.

5.3 Implication of the Study

In this part, the effect of findings of the resultof this analysisdiscussed. It was highlighted on theory and practice.

5.3.1 Theoretical Implication

The researcher was done examined the relationship linking safety training and safety behavior among postmenrider'sheadquarter on Commuting accident in Kuala Lumpur. There are many similar studies on safety behavior was done on the various sectors such as manufacturing industry, construction industry, health industry, and telecommunication industry. This research also discussed the level of safety training and safety behavior among postmen rider.

Many safety training theorists like Holton III (1996), Kirkpatrick (1998), Kraiger, Ford, & Sales (1993) have argued that the positive result of training in terms of transferability and applicability of acquired knowledge, skills and practices indicate the successfulness and effectiveness of training programs.

The measurement of safety training outcome such as levels of knowledge and skill, safety work practices exposed that over some time the levels of safety training outcome have been improved.

5.3.2 Practical Implication

The study on safety training and safety behavior are not only for academic purpose but also to the company productions. It is mandated for every company to follow and implement a safe working environment without any conflict in order to increase the productivity and profitability of the company. Thus, this study will be helpful to examine the effectiveness of safety training and safety behavior of the company.

The organization should take into consideration of postmen's schedule in order for them actively participate in the safety training. The training can be conducted during the weekend in order for them to aware that the danger waits for them outside.

The management might also include attending safety training as their mandatory requirement in the appraisal at the end of the year. 42 hours of training annually can be considered substantial for postmen in increasing their awareness in their daily routine.

The management might be able to be creative with an incentive package for postmen. For example, those are an encounter with a safety problem for less than 10 times annually are entitled to special incentives offered by the management.

By conducting more study on this topic, lacking in the enforcement is one of the factors was identified. The management should take action to improve the quality of work and provide a safe working environment for all employees. Besides that, a safety training programshould be held more frequent tocreate awareness among the workers. Management also to take part to implement the safe work practices in the workplace environment entirely. So, management plays a vital role in improving the hiring and selection process. Besides that, management also plays an essential role to help minimize the commuting accident through the provision of adequate and relevant training on road safety, use of safe vehicle and planning of safe journey.

Other than that, The Social Security Organization (SOCSO) collaborated with the Malaysian Institute of Road Safety Research (MIROS) introduced Commuting Safety Support Program in the year 2017. The aim of these programs was to facilitate an employer's implementation of commuting safety at the workplace through practical interventions. The purposes of these programs also reduced motorcyclist accidents and initiated through a partnership with various stakeholder. The improvement in commuting will give a positive impact on productivity,

economic and social development. These programs will promote awareness among organization and workers on safe riding and driving while commuting to work.

In another way, the Malaysia government will focus on 3Es which are; Engineering, Enforcement and Education approach to reducing the road crashes. Engineering factor is a critical element. It will focus on the vehicle. Example, building a motorcycle lane or manufacturing a vehicle with high-security features can reduce the risk of accidents. The Police force or the Road Transport Department is an act in an Enforcement part where the employee's compliance with road regulation. In the education part, an employer plays a role in the development of road safety practices. Safety training is one of the parts of education. Based on education; workers will gain the skill, knowledge to prevent the road accident.

5.4 Limitation of the Study

In this study, several limitations being faced throughout the preparation of the study. There were some of the limitations faced during the preparation of this research paper:

i) This study focuses on postmen rider who is using Motorcycle as a vehicle for commuting to work only.

ii) The time frame is a constraint. The researcher was insufficient time for data collection.

iii) This study used self-administered questionnaires as primary tools to collect the data from the respondents. These measurement tools can be viewed as a limitation because self-administered questionnaire may raise the tendency of single-source bias. It is understood, that the majority of the respondents like to show their good safety behavior in the surveys. These might lead to a wrong conclusion assuming the responses that actual picture of their safety behavior at the workplace.

iv) The empirical studies on safety training and safety behavior in Malaysia are lacking.

5.5 Recommendation of Future Research

The primary objective for this research was to determine the relationship between safety training and safety behavior among postmen rider in Pos Malaysia headquarter.

The future researcher can focus more and expanded the dimension of each variable of safety management practices like safety rules and procedures, management commitment, workers involvement, and safety communication hence a more holistic study can be done.

Other than that, the future researcher also can focus on the same industry which was delivery services and focusall type of vehicles.

Finally, the researcher also can explore the method of transferability training among postmen in Malaysia.

5.6 Conclusion

The contributions of this study were essential to the academy and practitioners of safety training and safety behavior. Based on this study analysis shows that safety is training a strong positive relationship with safety behavior among postmen rider in Headquarter. These findings may be used for the management to understand the safety training and safety behavior and also how it can be influenced by the postmen rider. From this study, the management knows that postmen riders less participated in safety training. Then, management will take action to convince the employees to participate in the safety training programs. This study also guides the future researcher to extend the study on a broader range of employees who are using other than motorcycle as a vehicle commute to work.

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APPENDICES

SURVEY QUESTIONNAIRE

SCHOOL OF BUSINESS MANAGEMENT

COLLEGE OF BUSINESS

UNIVERSITI UTARA MALAYSIA

Dear Sir / Madam:

I am pleased to inform you that I am currently conducting a survey entitled **'a relationship between Safety Training and Safety Behaviour on commuting accident among Postmen rider in Pos Malaysia headquarter.''**. The study intends to examine the relationship between safety training towards safety behavior on commuting accident among Postmen rider in headquarter.

Hence, I would be very grateful if you could answer all the questions in the survey. The survey should take about 20 minutes to complete. Please answer all questions and return the completed questionnaires promptly.

Please note that your response is private and confidential. Individual respondents will not be identified in any data or reports. If you have any enquires about the survey, kindly contact me at 012-6077160 or email a.nagamah@perkeso.gov.my.

Thank you very much for considering your involvement, time and cooperation in this survey.

Yours sincerely,

a.nagamah

Nagamah Appanah

School of Business Management

College of Business,

Universiti Utara Malaysia

06010 Sintok, Kedah

PART I: DEMOGRAPHIC QUESTIONS / SOALAN DEMOGRAFIK

The following questions deals with the basic information about yourself. Please tick (/) in the appropriate box. */ Soalan-soalan berikut berkaitan dengan maklumat asas mengenai diri anda. Sila tandakan (/) dalam kotak yang berkenaan.*

1) Age / *Umur*:

☐ **18 – 24** ☐ **25 – 34** ☐ **35 - 44**

☐ **45 – 54** ☐ **55 years and above /*55 tahun dan ke atas***

2) Marital Status/ *Status Perkahwinan*:

☐ **Single/*Bujang*** ☐ **Married/*Berkahwin*** ☐ **Divorced/*Bercerai***

3) Race/ *Bangsa* :

☐ **Malay/*Melayu*** ☐ **Chinese/*Cina*** ☐ **Indian/*India***

☐ **Others (please specify): / *Lain-Lain (sila nyatakan)* :**

4) Highest education level/ *Tahap pendidikan tertinggi:*

☐ **SPM** ☐ **STPM** ☐ **DIPLOMA**

☐ **BACHELOR / DEGREE** ☐ **MASTER**

5) Length of employment in this company:
Tempoh pekerjaan dalam syarikat ini:

☐ **Less than 1 year/*Kurang dari 1 tahun*** ☐ **1 – 4 years/ 1- 4 *tahun***

☐ **5 – 9 years/ *5 – 9 tahun*** ☐ **10 – 14 years/10 -14 *tahun***

☐ **15 – 19 years / 15 – 19 tahun** ☐ **20 years and above**
/20 tahun dan ke atas

6) Do you have any history of commuting accident?

Adakah anda mempunyai sejarah kemalangan perjalanan?

☐ ***Yes /Ya*** ☐ ***No / Tidak***

PART 2: SAFETY TRAINING / LATIHAN KESELAMATAN

Please tick (/) in the appropriate box to indicate your level of agreement for each statement below.

Sila tandakan (/) dalam kotak yang bersesuaian untuk menunjukkan tahap persetujuan anda untuk setiap pernyataan di bawah.

Item	Statement/Pernyataan	Strongly Disagree/ *Sangat Tidak Setuju*	Disagree/ *Tidak Setuju*	Neutral / *Neutral*	Agree/ Setuju	Strongly Agree / Sangat Setuju
1.	My company gives comprehensive training to the employees in workplace health and safety issues. *Syarikat saya memberikan latihan komprehensif kepada pekerja yang berkaitan dengan*	**1**	**2**	**3**	**4**	**5**

	isu-isu keselamatan di tempat kerja.					
2.	Newly recruits are trained adequately to learn safety rules and procedures. *Pekerja baru diberi latihan secukupnya untuk mempelajari peraturan dan prosedur keselamatan.*	**1**	**2**	**3**	**4**	**5**
3.	Safety issues are given high priority in training programmes. *Isu keselamatan diberi keutamaan dalam program latihan.*	**1**	**2**	**3**	**4**	**5**
4.	I am not adequately trained to respond to emergency situations in my workplace. *Saya tidak dilatih secukupnya untuk bertindak terhadap situasi kecemasan di tempat kerja saya*.	**1**	**2**	**3**	**4**	**5**
5.	Management encourages the workers to attend safety training programmes. *Pengurusan menggalakkan pekerja menghadiri program latihan keselamatan.*	**1**	**2**	**3**	**4**	**5**
6.	Safety training given to me is adequate to enable to me to assess hazards in workplace. *Latihan keselamatan yang diberikan kepada saya adalah mencukupi untuk membolehkan saya menilai bahaya di tempat kerja.*	**1**	**2**	**3**	**4**	**5**

PART 3: SAFETY BEHAVIOUR / TINGKAH LAKU KESELAMATAN

Please tick (/) in the appropriate box to indicate your level of agreement for each statement below.

Sila tandakan (/) dalam kotak yang bersesuaian untuk menunjukkan tahap persetujuan anda untuk setiap pernyataan di bawah.

Item	Statement/*Pernyataan*	Strongly Disagree / *Sangat Tidak Setuju*	Disagree/ *Tidak Setuju*	Neutral / Neutral	Agree / *Setuju*	Strongly Agree / *Sangat Setuju*
1.	I use all necessary safety equipment to do my job. *Saya menggunakan semua peralatan keselamatan yang diperlukan untuk melakukan kerja saya.*	**1**	**2**	**3**	**4**	**5**
2.	I carry out my work in a safe manner *Saya menjalankan kerja saya dengan cara yang selamat.*	**1**	**2**	**3**	**4**	**5**
3.	I follow correct safety rules and procedures while carrying out my job. *Saya mengikuti peraturan dan prosedur keselamatan yang betul semasa menjalankan tugas saya*.	**1**	**2**	**3**	**4**	**5**
4.	I ensure the highest levels of safety when I carry out my job. *Saya memastikan tahap keselamatan tertinggi apabila saya menjalankan tugas saya*.	**1**	**2**	**3**	**4**	**5**
5.	Occasionally due to lack of time, I deviate from correct and safe work procedures	**1**	**2**	**3**	**4**	**5**

	Kadangkala kerana kesuntukan masa, saya menyimpang dari prosedur kerja yang betul dan selamat.					
6.	Occasionally due to over familiarity with the job, I deviate from correct and safe work procedures. *Kadang-kadang kerana lebih mahir dengan pekerjaan, saya menyimpang dari prosedur kerja yang betul dan selamat.*	**1**	**2**	**3**	**4**	**5**
7.	It is not always practical to follow all safety rules and procedures while doing a job. *Ia tidak selalunya praktikal untuk mematuhi semua peraturan dan prosedur keselamatan ketika melakukan pekerjaan.*	**1**	**2**	**3**	**4**	**5**
8.	I help my co-workers when they are working under risky or hazardous conditions. *Saya membantu rakan sekerja saya ketika mereka bekerja di bawah keadaan berisiko atau berbahaya.*	**1**	**2**	**3**	**4**	**5**
9.	I always point out to the management if any safety related matters are noticed in my work area. *Saya sentiasa menunjukkan kepada pihak pengurusan sekiranya ada perkara berkaitan keselamatan yang dapat dilihat di kawasan kerja saya.*	**1**	**2**	**3**	**4**	**5**

10.	I put extra effort to improve the safety of the workplace. *Saya berusaha lebih untuk meningkatkan keselamatan tempat kerja.*	**1**	**2**	**3**	**4**	**5**
11.	I voluntarily carryout tasks or activities that help to improve workplace safety. *Saya secara sukarela menjalankan tugas atau aktiviti yang membantu untuk meningkatkan keselamatan di tempat kerja.*	**1**	**2**	**3**	**4**	**5**
12.	I encourage my co-workers to work safely. *Saya menggalakkan rakan sekerja saya bekerja dengan selamat.*	**1**	**2**	**3**	**4**	**5**

<THANK YOU FOR YOUR TIME AND PARTICIPATION>

<TERIMA KASIH ATAS MASA DAN PENGLIBATAN>

APPENDICS 2

Frequency Table

age

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	18-24	26	26.0	26.0	26.0
	25-34	45	45.0	45.0	71.0
	35-44	22	22.0	22.0	93.0
	45-54	6	6.0	6.0	99.0
	55 and above	1	1.0	1.0	100.0
	Total	100	100.0	100.0	

marital

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Single	22	22.0	22.0	22.0
	Married	78	78.0	78.0	100.0
	Total	100	100.0	100.0	

Race

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Malay	98	98.0	98.0	98.0
	Indian	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

education

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	SPM	89	89.0	89.0	89.0
	STPM	7	7.0	7.0	96.0
	DIPLOMA	2	2.0	2.0	98.0
	BACHELOR/DEGREE	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

Lengthofemployment

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-4 years	26	26.0	26.0	26.0
	5-9 years	31	31.0	31.0	57.0
	10-14 years	34	34.0	34.0	91.0
	15-19 years	7	7.0	7.0	98.0
	20 years and above	2	2.0	2.0	100.0
	Total	100	100.0	100.0	

historyofcommutingaccident

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Yes	27	27.0	27.0	27.0
	No	73	73.0	73.0	100.0
	Total	100	100.0	100.0	

Reliability Test

Safety Training

Reliability Statistics

Cronbach's Alpha	N of Items
.737	6

Safety Compliance

Reliability Statistics

Cronbach's Alpha	N of Items
.748	7

Safety Participation

Reliability Statistics

Cronbach's Alpha	N of Items
.846	5

Descriptive Table

Descriptive Statistics

	N	Minimum	Maximum	Mean	Std. Deviation
MEANST	100	2.00	4.17	3.0700	.67966
MEANSB	100	2.50	4.75	3.7325	.37122
Valid N (listwise)	100				

Correlation Safety training and safety behavior

Correlations

		MEANST	MEANSB
MEANST	Pearson Correlation	1	.558**
	Sig. (2-tailed)		.000
	N	100	100
MEANSB	Pearson Correlation	.558**	1
	Sig. (2-tailed)	.000	
	N	100	100

**. Correlation is significant at the 0.05 level (2-tailed).

Correlation safety training, safety compliance and safety participation

Correlations

		meanCOMP	meanPART	MEANST
meanCOMP	Pearson Correlation	1	.136	.611**
	Sig. (2-tailed)		.178	.000
	N	100	100	100
meanPART	Pearson Correlation	.136	1	.056
	Sig. (2-tailed)	.178		.579
	N	100	100	100
MEANST	Pearson Correlation	.611**	.056	1
	Sig. (2-tailed)	.000	.579	
	N	100	100	100

**. Correlation is significant at the 0.01 level (2-tailed).

Regression of safety training and safety behavior

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.558[a]	.312	.305	.30959	1.293

a. Predictors: (Constant), MEANST

b. Dependent Variable: MEANSB

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.797	.144		19.433	.000
	MEANST	.305	.046	.558	6.659	.000

Regression of safety training and safety compliance

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.611[a]	.373	.367	.44541	1.050

a. Predictors: (Constant), MEANST

b. Dependent Variable: meanCOMP

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	2.033	.207		9.817	.000
	MEANST	.503	.066	.611	7.638	.000

a. Dependent Variable: meanCOMP

Regression of safety training and safety participation

Model Summary[b]

Model	R	R Square	Adjusted R Square	Std. Error of the Estimate	Durbin-Watson
1	.056[a]	.203	-.007	.33191	1.969

a. Predictors: (Constant), MEANST

b. Dependent Variable: meanPART

Coefficients[a]

Model		Unstandardized Coefficients		Standardized Coefficients	t	Sig.
		B	Std. Error	Beta		
1	(Constant)	3.866	.154		25.058	.000
	MEANST	.027	.049	.056	.557	.579

a. Dependent Variable: meanPART